



Overview

Bridge Referral Application User Guide

General Information

Logging into the Bridge

1. Double click on the Holon icon or shortcut on your desktop.



2. Click **Sign In** in the lower right corner.



3. Enter your Bridge Referral Application username and password. Click **Sign In**. (The **Sign In** button will be grey until credentials are entered.) If you do not know your username or password, contact your Referral Application Administrator at your organization.

Sign In

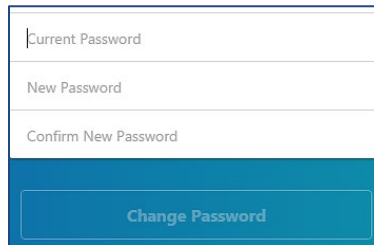
Email Address

Password

Sign In

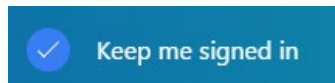
4. The first time you log in, you will be asked to create a new password. The new password must contain:
 - At least 8 characters
 - One lowercase letter
 - One uppercase letter
 - One number or symbol

Once entered, click **Change Password**.



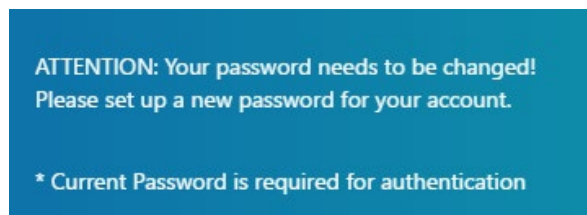
Current Password
New Password
Confirm New Password
Change Password

The **Keep me signed in** feature is not available at this time



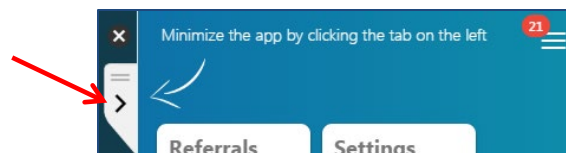
90 Day Password Expiration

Password will expire after 90 days. Prior to your password expiring you will receive a notification with instructions for setting up a new password.



Minimizing the Application

To minimize the application click the “>” icon.



When minimized, the Bridge application will still display on the desktop as a ribbon or tab.



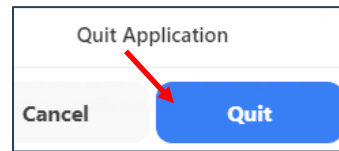
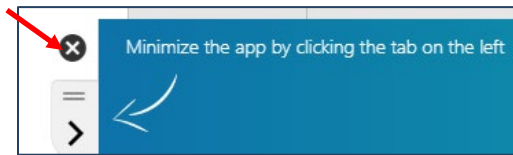
The icon may be moved anywhere on the screen. Click and hold the 2 lines above the red circle/GLHC icon and then drag to the desired location.

To open the application, click directly on the red circle/GLHC icon.

Quitting the Application

Users can exit out or quit the Bridge by selecting the “x” in the Bridge Ribbon and then selecting “Quit”.

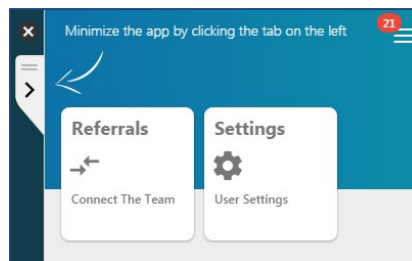
This will also stop the application process on your computer (in Task Manager).



Application Tiles

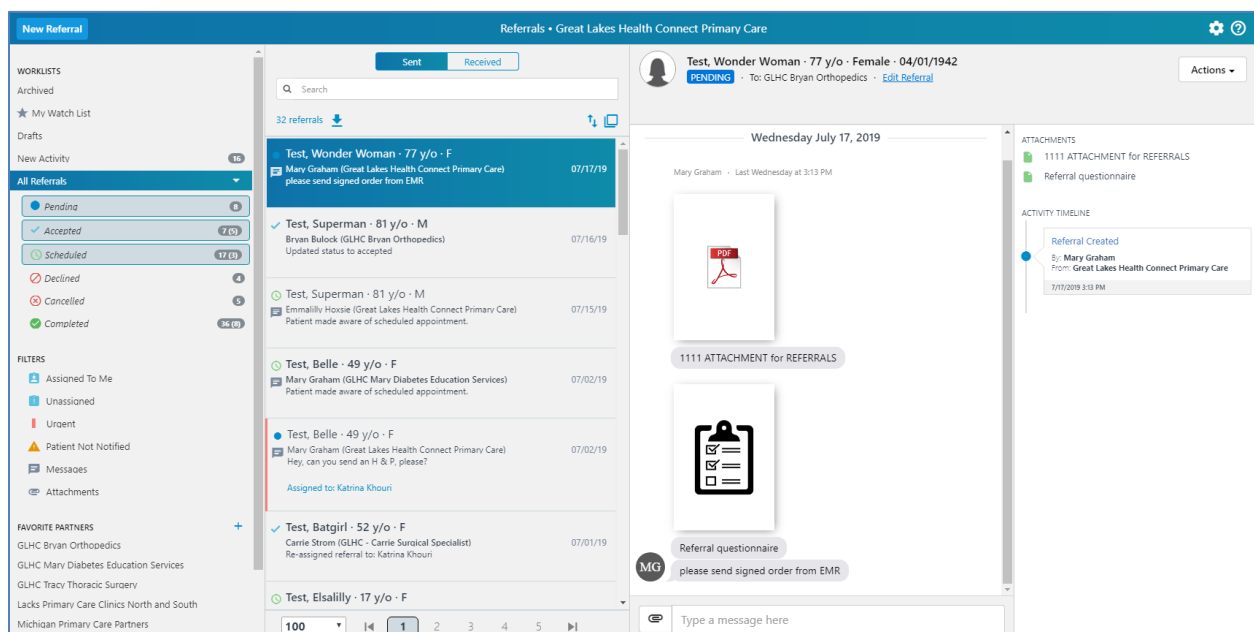
Once logged into the application, the window will display tiles depending on how your profile is setup. The two tiles available at this time are **Referrals** and **Settings**. The Referrals tile will open the Referral Application. The Settings tile will open the user and organization preferences options.

Click on the tile to open that area of the application.



Referral Application

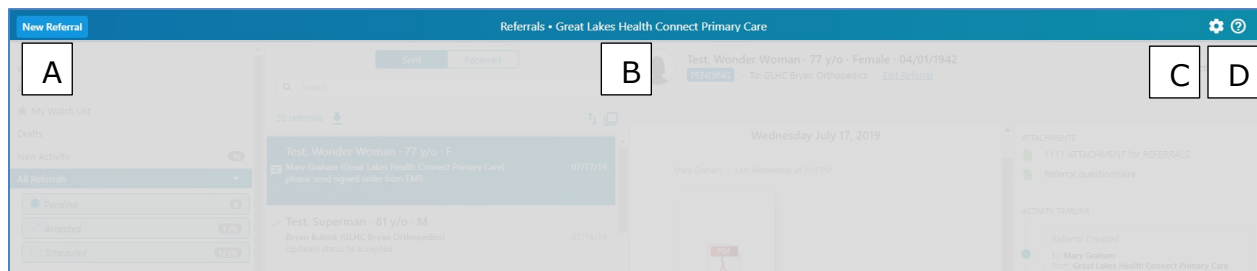
To use the Bridge Referral Application, click on the **Referral** tile after logging in. The Referral window will open, there are several panels/sections that display different information about referrals that your organization has sent and/or received.



Sections of the Referral Application

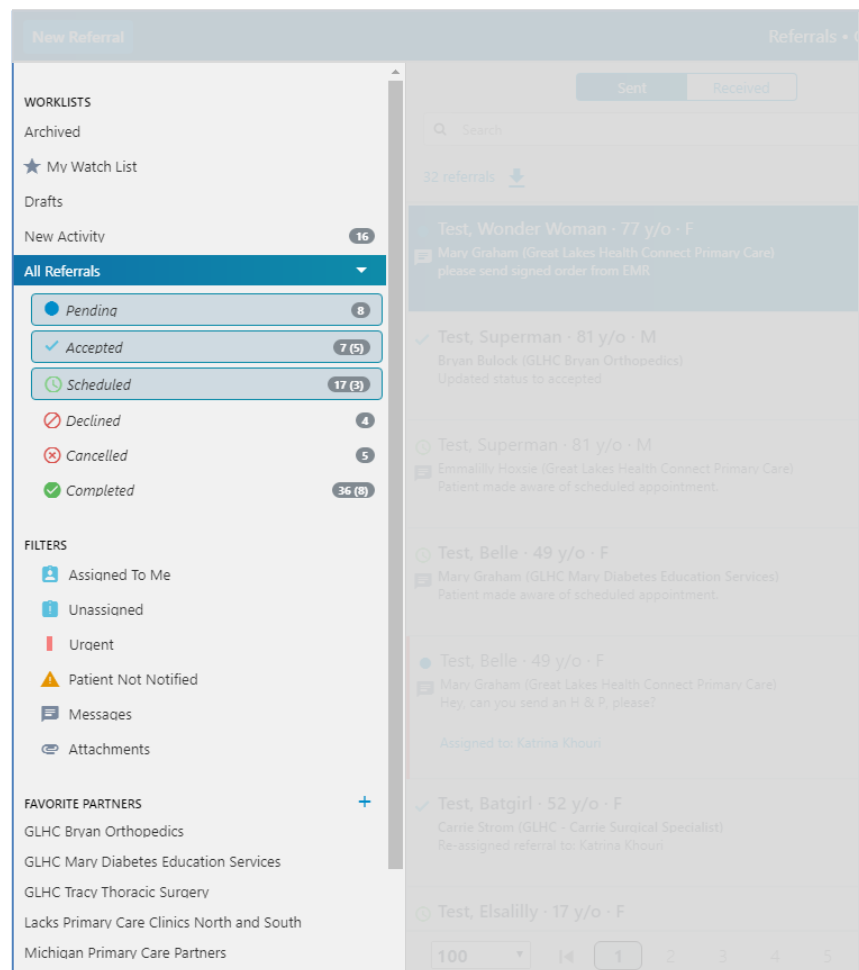
Header

- A. New Referral – click here to start a new referral
- B. The name of your organization
- C. Settings icon – click here to turn on email notifications
 - a. Administrators use this button to navigate to the Inbound Referral Form / Referral Questionnaire
- D. Help/Questions icon – click here for contact information for GLHC Support and for links to training guides and videos



Organization Panel

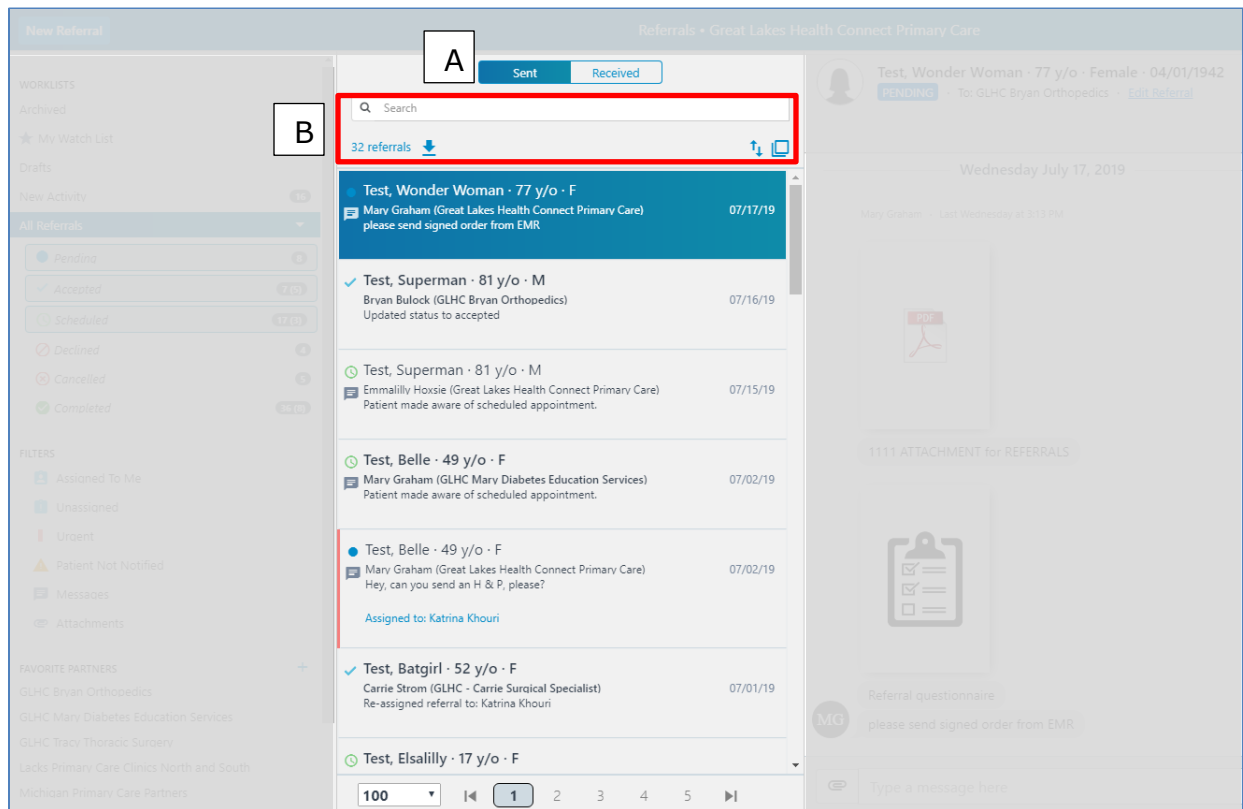
The panel on the far left hand of the window provides different options for sorting referrals and for looking at different groups of referrals based on their criteria.



Referral Worklist

This middle panel lists referrals that meet the criteria selected in the organization panel. For more information about these features, reference the **Referrals Worklist Options** User Guide.

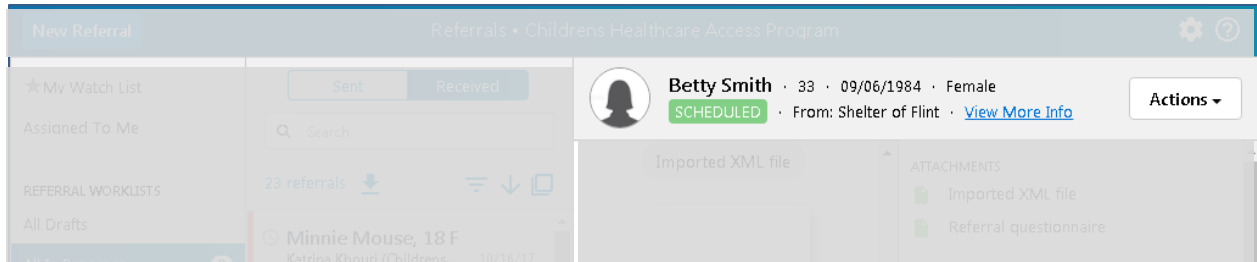
- A. Switch between viewing referrals that your organization has **Sent** or **Received**.
- B. Use this area to **Search, Download, Sort,** and view referrals in a **Large View Worklist**.



The screenshot displays the 'Referrals' interface for 'Great Lakes Health Connect Primary Care'. At the top, there are tabs for 'Sent' and 'Received', with a 'A' label pointing to them. Below the tabs is a search bar and a filter showing '32 referrals' with a download icon and a 'B' label. The main list contains several referral entries, each with a patient name (e.g., 'Test, Wonder Woman - 77 y/o - F'), a provider name (e.g., 'Mary Graham (Great Lakes Health Connect Primary Care)'), and a date (e.g., '07/17/19'). The right side of the interface shows a detailed view of a selected referral, including a patient profile, a message history, and a list of attachments.

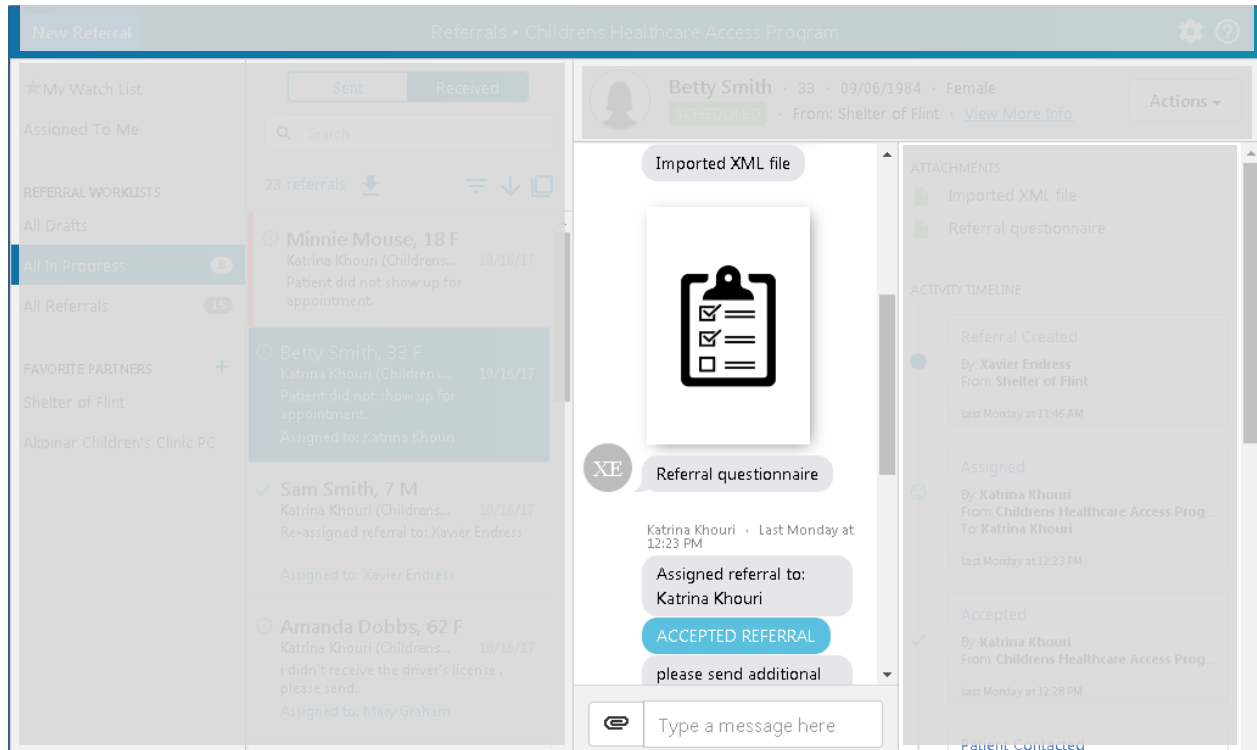
Referral Details

This section displays general demographic information about the patient, the status of the referral, and the name of the organization that sent the referral. This section also has the Actions button.



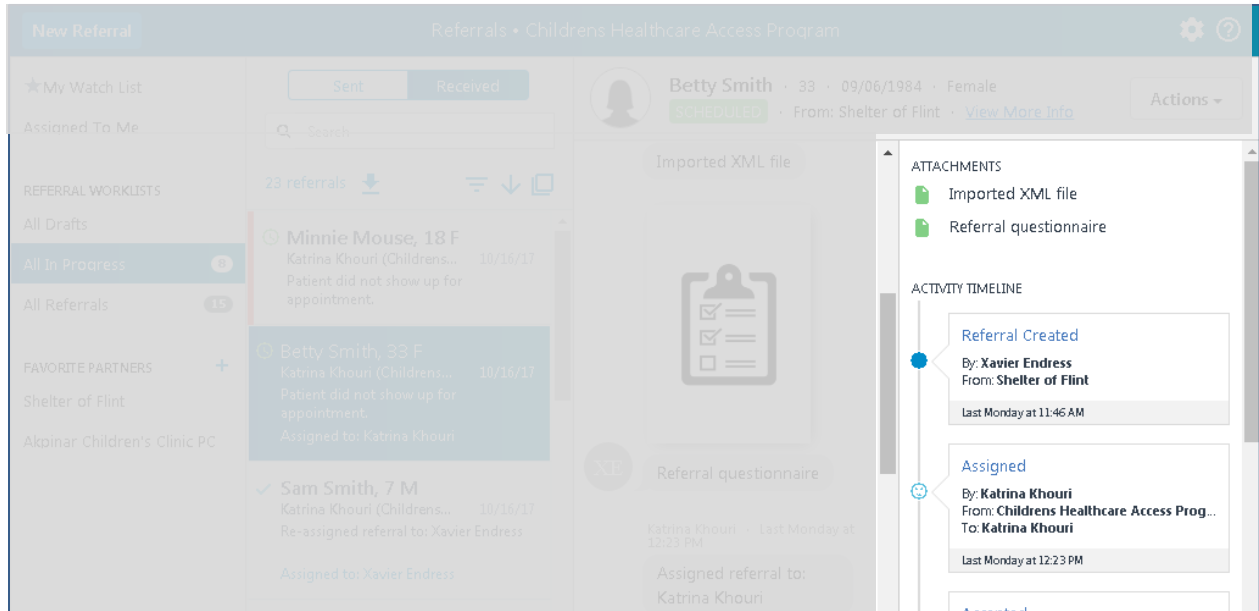
Messages

The message area is where the sending and receiving office can create, send, and read messages. Users can also add attachments to existing referrals here.



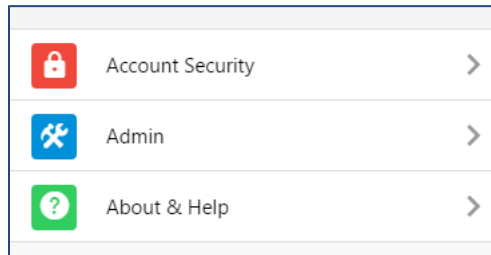
Referral Timeline

This section lists all documents (Attachments) added to the referral and chronologically displays all of the major changes and updates made to the referral (Activity Timeline).



Settings

The **Settings** tile allows users to access **Account Security** and **About & Help**. If you have administrative rights to the organization, you will also see **Admin** settings.



Account Security

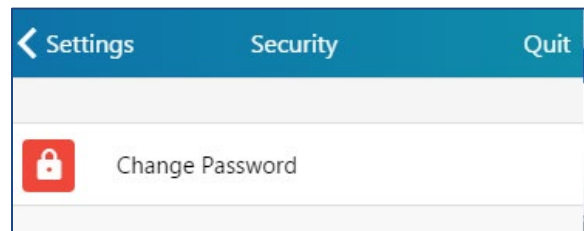
Pin Code

The Bridge Referral Application requires a four digit Pin Code to change your password and to log out of the current session.

If this is the first time you have entered your pin, you will be required to create a new four-digit pin code and then re-enter it for confirmation.

Changing Your Password

To change your password, click **Change Password**.



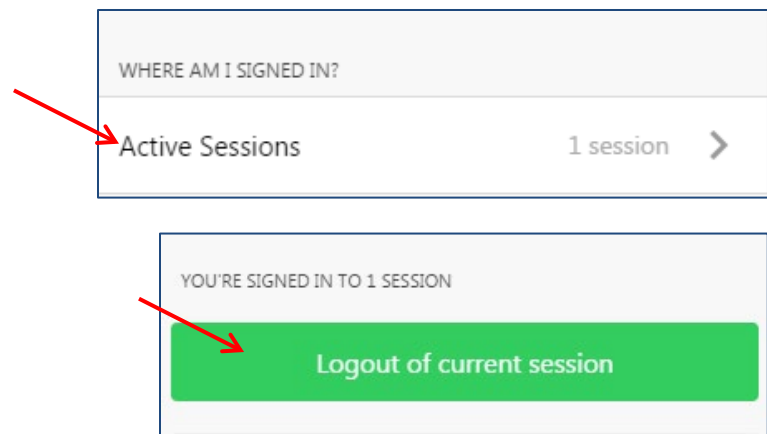
Enter your current password. Then create and confirm a new password. The new password must meet the password criteria.

Auto Login

(Not available at this time)

Logging Out

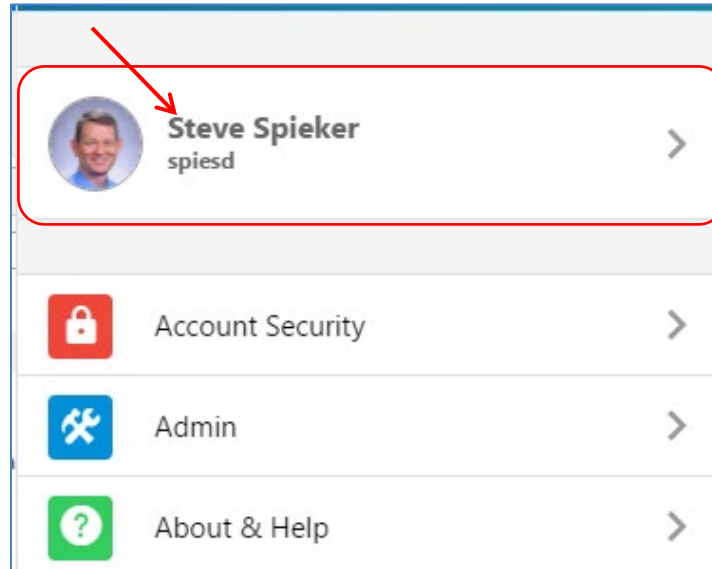
To log out of the current session, click **Active Sessions** and then click **Logout of current session**.



If more than one Active Session displays, GLHC recommends logging log out of all sessions separately.

User Profile

The **User Profile** allows users to access and modify their **name**, **email address**, and **profile picture**. No changes can be made to the username. To make changes to the User Profile, click on your username.

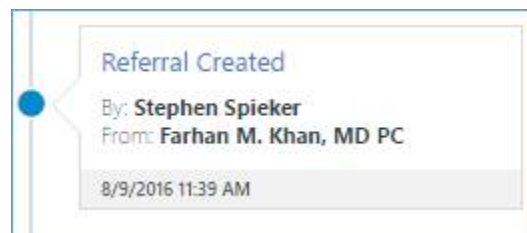


Note: Do not add any specialties to your User Profile as this section is only to be used if you are a Provider. Contact your Referral Administrator if you have any questions.

Name Change

If the User's name changes, make the change in appropriate line (First Name, Last Name). The screen will flash green when the name is accepted.

Any changes to the User Name will also display in the Referral application to current or historical referrals. See example below where Stephen Spieker was changed to Steve Spieker.



Email Address

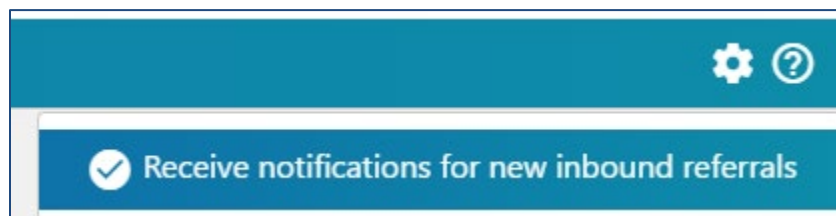
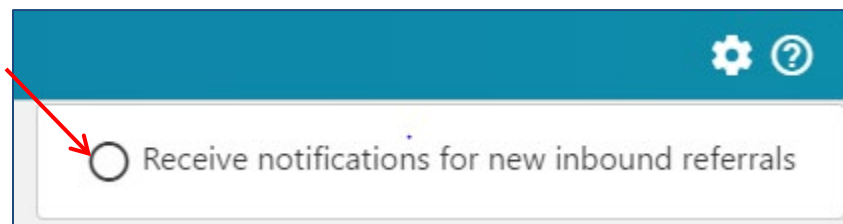
To add an email address, enter it in the EMAIL ADDRESS field. An email address is required if the user wishes to obtain email notifications about new referrals.

Email Notifications

1. Open the Referral Application and click on the gear icon in the upper right hand corner of the window.



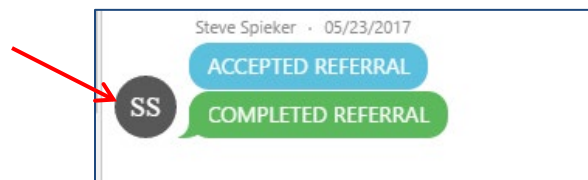
2. Check the circle to the left of **Receive notifications for new inbound referrals**.



3. To stop receiving notifications, uncheck the circle.

Profile Picture

Messages in the Referral application will display the user's initials if there is no added profile picture.

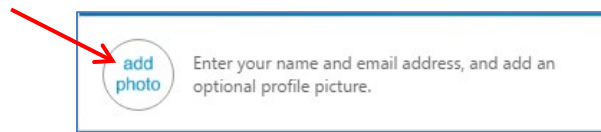


Once a profile picture is added it can't be deleted. It can only be modified with another picture.

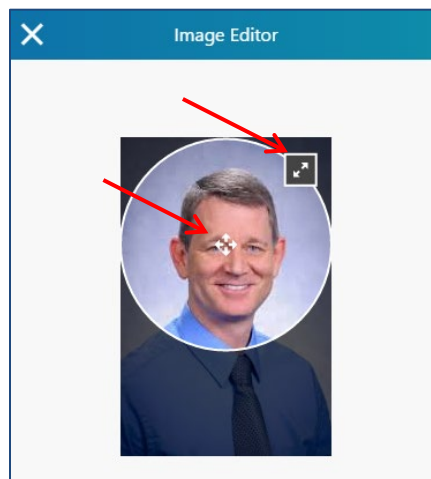
1. To add a picture, click on your User Name.



2. Click **add photo**.



3. Double-click on JPG photo on your computer. Move and adjust the circle on the photo to choose the portion of the photo you wish to use. Use the four arrows icon to move the photo up and down. Use the two arrows in the top right of the photo to widen or shrink the picture.



4. Once you have adjusted the picture, select **Crop** at the bottom of the screen.



5. The picture will display in your User Profile and within the Referral Message section. If the picture does not display, repeat steps 2-4 with a different photo.

